

### **Does American Maids offer carpet cleaning?**

Exclusive carpet cleaning methods are available only with client's equipment. Contact the office to [request](#) that feature or to inquire about carpet cleaning services.

### **What if my schedule falls on a holiday?**

We call to reschedule for a more convenient date when services fall on holidays. American Maids will also remind you about additional services in which you may have expressed an interest. Perhaps that means an additional clean prior to a big holiday party. If you've scheduled that extra holiday cleaning service, canceling or rescheduling does requires 48 to 72-hours notice.

### **What if I need to reschedule my service?**

American Maids works with you. Simply call at least 48 to 72 hours before your regularly scheduled cleaning with a more convenient cleaning time and or date. Without proper notification; rescheduling your service can be more challenging which means you may be charge for having to reassign your regular service team. Emergency are never charge a fee within reason but America Maids must be notified as soon as possible.

### **What do I do if the team I was assigned missed something?**

Our service staff offers consistent, quality cleaning. Like all new relationships, however, miscommunication occurs and we may make a mistake. That's why we offer a 100% service guarantee, which means if you notify American Maids within the first 24 hours, our cleaning staff will correct their mistake at no additional charge.

### **What do I do if something is damaged during a cleaning?**

We treat you and your resident, office, or building with complete and total respect. If something does unexpectedly breaks, we do our best to either repair or replace that item. The lead cleaner on your team will leave a note about the damage and if you want to pursue it. You have 24 hours after the damage accrued to request an investigation into the matter. Our employees are fully insured, so claims are filed when appropriate.

### **Is there anything I should do before I receive my service?**

To make our service provider more efficient, we ask that you pick up clothing, toys or other household items and paperwork from your desks prior to our teams visit; unless your services has include this service.

### **What is the most important thing in our relationship?**

Communication is the most important thing for any relationship including ours. Our service staff understands we must earn your trust during every visit. It's why we're so trustworthy, flexible, offering customized cleaning service plans designed with your needs in mind. Offering no contracts means no hassle. Because establishing this open communication and being reliable ensures your satisfaction as a long-term client. With American Maids there are no complaints there's only concerns.

### **How do I know if I can trust the cleaners in my home?**

Our cleaning professionals are trained, bonded and insured before stepping into American Maids uniforms. Our residential and commercial professionals respect clients by never eating, drinking, smoking or using appliances during any services performed. And each American Maids employee takes pride and honor in their work, receiving regularly updated training and supervision to ensure highest quality service.

### **Do you have references?**

Yes, references are available on our [home](#) page.

### **How do I pay for my cleaning?**

Most of our clients prefer to leave cash or a check on a counter-top in an sealed envelope marked **AMNC** at each visit, but if you prefer to pay by the month that is acceptable.

### **Who will provide cleaning product & equipments?**

American Maids provides all cleaning equipment and products. All products are fully tested so you can be sure your home, office, or building will be cleaned safely and effectively. In addition to this, American Maids cleaning procedures are in full compliance with OSHA regulations. But all clients have the right to request us to use their product and equipments.

### **Do I need to be home when the cleaners arrive?**

It is not necessary for you to be home when we arrive. In fact, most of our clients prefer to provide us with a copy of their entry key, entry code or use a lock-box. If your residence, office, or building is an apartment you can authorize entry by notifying the office or landlord of your property. If you choose to entrust American Maids with your house key you can rest assured it is safeguarded in our secure lock-box. But if you choose not to give us away into your resident, office, or building then someone must be on the property to let us in to complete our part of the agreement for services.

### **How will I know when to expect my cleaning?**

We keep our cleaning schedule simple. We work from the further point out and back to the office. If you are a regular client we will schedule you around the same specific day and approximate time for each cleaning. Monthly customers will receive a list of dates and or a service call within 48 hourly before their scheduled cleaning for the month. American Maids has the right to reschedule any schedule cleaning if schedule requires it but clients will be notified by call or email before any changes may or may not accrues.

### **What time will you be cleaning my home, office, or building?**

Our regular hours of operation are Monday through Friday. You will be scheduled during these times. Occasionally, we schedule Saturday cleaning services if the job demands more than normal cleaning.

#### **Work Force Hours of Operation**

Residential Clients: Monday - Friday (7am to 5pm)

Commercial Clients: Monday - Friday (6pm to 5am)

Occasionally week-end hours are available, if needed. (Over-Flow Days)

### **Are you insured?**

American Maids staff always takes the utmost care with your belongings, but it's good to know that you are protected against any loss and/or breakage that may occur. We are fully insured and bonded. Copies of our certificate are available upon request.

### **Who will be in my home or office?**

We normally work in teams of two, but occasionally our teams include more. We assign the same team to your home or office every time so you can get to know the people cleaning your resident, office, or building. All our cleaners are uniformed, friendly and fully trained in professional cleaning services.

**Does American Maids offer Satisfaction Guaranteed?**

Yes! American Maids believes in its motto: "We don't cut corners we clean them all!" That means you get the best cleaning every time, satisfaction guaranteed! American Maids offers this guarantee because we are confident you will be more than satisfied with our services. If, however, you are not satisfied with your cleaning service we will be happy to do a re-clean free of charge. All clients concerns must be called in within the first 24 hours after their schedule cleaning. But, if the concern isn't major then we will re-clean the areas in question on your next schedule visit.

**What happens if I fell to provide entry into my home or office building?**

If you do not provide us away into your house or office building, you must be there to let us in. But if you provide us with a key that doesn't work then we may charge you a re-assign schedule fee. We understand that emergency do happen; so if you fill that a fee was charged by mistake, please contact the office as soon as possible. If you're under contract with American Maids then the schedule amount plus a re-assign schedule fee maybe charged to your account.